

## Verification Form Regarding the Departmental Action Plan

### Fixed Operations 1 Week Post- Class Homework Assignment

Dear Academy sponsor,

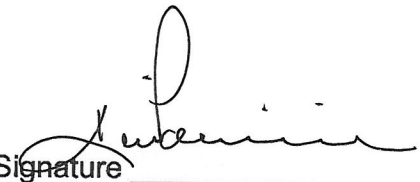
One of the post-class homework assignments given to your manager at the conclusion of week two at the Academy is the Departmental Action Plan form. The student's assignment is to show you the format of the assignment, explaining to you the purpose of crafting a departmental action plan after week 2 of the Academy. This assignment will be completed four separate times, (classes 2-5) after the student has attended the fixed operations 1 parts week, the fixed operations 2 service week, the variable operations 1 class week and the variable operations 2 class week. The progress of the student's departmental action plans will be assessed by each of the Academy instructors in weeks 2 through 5 of the Academy. Please sign this form below which indicates that the student has reviewed the departmental action with you, and have your student bring the form with them, when they return for their fixed operations 2 parts class. We will collect these forms at that time from the students. The student will receive a pass/fail grade, based upon whether they submit this form signed by you. This is being done in order to verify that each student has shared the Departmental Action Plan with their sponsor.

Thank you for your cooperation.

Sponsor's Printed Name

Kevin Poirier

Sponsor's Signature



Date 12/19/19

Very truly yours,

### Departmental Action Plan

Dealership **Delta Truck Center Ceres**

Student Name **Silas Laney**

Academy Week **Fixed Operations Parts**

Class & Student Number **ATD042**

Current Situation **Weak on customer service when answering incoming phone calls.**

Overall Objective **Implementing a script that all of the counter personnel can follow.**

Proposed Timeline **Next Parts Meeting, December 3rd, 2019**

Action Plan **Describe necessary actions to reach desired result: Create a script that all of the counter personnel can follow. Not leaving the customer on hold for a long period of time. Not having dead air over the phone, placing the customer on hold or engaging in conversation with them to establish a relationship. Ask for the Sale!**

#### Requirements

1. Meeting with Dealer:

2. Meeting with stakeholder(s) (dealership personnel):

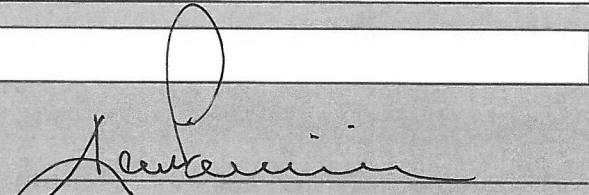
3. Accountability: Monitoring progress:

4. Describe checkpoints that have been established to measure progress:

5. Estimated cost for implementation: No cost

Projected Date of Completion **December 31st, 2019**

Sponsor Signature:



Evaluation of Results: Include measured results.

(± Metrics)

Impact Areas: CSI Measuring incoming calls and customer service

Sales / Gross / Expenses / Net Profit / CSI /